

## **Complaint about childcare provision**

EY344800/C326694

**Date:** 26/10/2017

### **Summary of complaint**

On 21 September 2017, we received a notification from the nursery that a child had gone missing while on an outing. The notification meant the nursery met the requirement to notify Ofsted of significant events. We also received a complaint on 22 September 2017 about the same incident. The information received raised concerns about children not being kept safe on outings and children not being adequately supervised.

We looked into the concerns to see whether the nursery was meeting the early years foundation stage legal requirements relating to Suitable People, Qualifications, Training, Support and Skills, Staff:Child Ratios and Outings; in particular the requirement that states, 'Children must be kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards.'

We conducted an unannounced visit and found children had not been adequately supervised during an outing. As a result, a child went missing placing them at risk of harm. Staff had identified that the child had gone missing and initiated a search. The missing child policy was not followed as the police were not immediately contacted. This was a result of staff not contacting the nursery as soon as they knew the child was missing. Fortunately, at the point staff informed the nursery a call was received to say the child had been found so no police action was required. There were sufficient staff for the number of children present. A staff member on the outing held a current paediatric first aid.

Risk assessments are in place for each type of outing. These identify hazards and reasonable measures to minimise or remove risks. Before each outing further risk assessments are completed to ensure children are safe such as

checking the safety of the location and staff required for the number of children. Staff discuss their assessment with managers before the outing takes place. Staff receive training on policies and procedures for outings during their induction. Managers observe staff practice and regularly ask them questions to ensure staff understand the procedures.

Since the incident to further minimise the risk of a child going missing the nursery has taken the following action:

- Additional hazards are now considered as part of the risk assessment, such as the impact of the weather on visibility
- Written records of the risk assessments are completed before each outing and are checked by managers
- Assessments are made for each child's individual needs before every outing and measures are put in place to keep them safe if required
- Health and safety training that covers risk assessment and supervising children has been added to staff induction.

The nursery manager and owner have completed a thorough investigation. Action has been taken to ensure persons working with children are suitable. Staff have received additional training and managers check this is implemented in practice.

During the visit there were sufficient number of staff present for the number of children. Staff are deployed appropriately and closely supervise children to meet their welfare needs and keep them safe. Staff have a clear understanding of the procedures to keep children safe on outings and what to do if a child goes missing.

As the nursery took effective steps to ensure the requirements are met, we took no further action. The nursery remains registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at

[www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)